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|------------|--------------|
| HOOSAIN, A | |
| ART UNIT | PAPER NUMBER |

2742

DATE MAILED:

4
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Please find below and/or attached an Office communication concerning this application or proceeding.

Commissioner of Patents and Trademarks

Office Action Summary

Application No.
08/928,861

Applicant(s)
Neyman, et al.

Examiner
Allan Hoosain

Group Art Unit
2742



☒ Responsive to communication(s) filed on 10/14/97, 12/11/97

☐ This action is **FINAL**.

☐ Since this application is in condition for allowance except for formal matters, **prosecution as to the merits is closed** in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11; 453 O.G. 213.

A shortened statutory period for response to this action is set to expire 3 month(s), or thirty days, whichever is longer, from the mailing date of this communication. Failure to respond within the period for response will cause the application to become abandoned. (35 U.S.C. § 133). Extensions of time may be obtained under the provisions of 37 CFR 1.136(a).

Disposition of Claims

☒ Claim(s) 2-18 is/are pending in the application.

Of the above, claim(s) _____ is/are withdrawn from consideration.

☐ Claim(s) _____ is/are allowed.

☒ Claim(s) 2-18 is/are rejected.

☐ Claim(s) _____ is/are objected to.

☐ Claims _____ are subject to restriction or election requirement.

Application Papers

☒ See the attached Notice of Draftsperson's Patent Drawing Review, PTO-948.

☐ The drawing(s) filed on _____ is/are objected to by the Examiner.

☐ The proposed drawing correction, filed on _____ is ☐ approved ☐ disapproved.

☐ The specification is objected to by the Examiner.

☐ The oath or declaration is objected to by the Examiner.

Priority under 35 U.S.C. § 119

☐ Acknowledgement is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d).

☐ All ☐ Some* ☐ None of the CERTIFIED copies of the priority documents have been
☐ received.

☐ received in Application No. (Series Code/Serial Number) _____.

☐ received in this national stage application from the International Bureau (PCT Rule 17.2(a)).

*Certified copies not received: _____

☐ Acknowledgement is made of a claim for domestic priority under 35 U.S.C. § 119(e).

Attachment(s)

☒ Notice of References Cited, PTO-892

☐ Information Disclosure Statement(s), PTO-1449, Paper No(s). _____

☐ Interview Summary, PTO-413

☒ Notice of Draftsperson's Patent Drawing Review, PTO-948

☐ Notice of Informal Patent Application, PTO-152

--- SEE OFFICE ACTION ON THE FOLLOWING PAGES ---

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DETAILED ACTION

Claim Objections

1. Claim 2 is objected to because of the following informalities: Claim 1 recites two steps 'c' one of which should be 'd'. Appropriate correction is required.
2. Claim 7 is objected to because of the following informalities: Claim 7 recites 'the method of Claim 1'. Applicants have canceled Claim 1. Appropriate correction is required.

Claim Rejections - 35 USC § 102

3. The following is a quotation of the appropriate paragraphs of 35 U.S.C. 102 that form the basis for the rejections under this section made in this Office action:

A person shall be entitled to a patent unless --

(e) the invention was described in a patent granted on an application for patent by another filed in the United States before the invention thereof by the applicant for patent, or on an international application by another who has fulfilled the requirements of paragraphs (1), (2), and (4) of section 371© of this title before the invention thereof by the applicant for patent.

4. Claims 2-8 and 10-18 are rejected under 35 U.S.C. 102(e) as being anticipated by **Meermans** (US Patent 5,712,901).

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As to Claim 2, with respect to Figure 3, **Meermans** teaches a message translation method for routing Internet Protocol Network Telephony (IPNT) calls at callers mailboxes (customer premises) having a Phone Mail Unit, 104, or text server, 304, (managing processor) and computer workstations, 128, including video display units (VDUs) connected on control interface, 112 (a local area network (LAN)), also coupled to the Phone Mail Unit or text server (managing processor), the method comprising steps of:

- a) receiving an incoming IPNT call at the Phone Mail Unit (managing processor) (Col. 5, lines 13-16);
- b) determining a customer's destination mailbox (intended recipient) for the call among the computer workstations connected on the LAN (Col. 5, lines 56-67 and Col. 7, lines 1-14);
- c) requesting routing from the customer's account information (a set of current routing rules) accessible and editable by the intended mailbox customer (recipient) (Col. 7, lines 1-6); and
- d) routing the call according to the customer's account information (current routing rules) of the intended mailbox customer (recipient) (Col. 7, lines 7-12).

As to Claim 3, in addition to the information above, **Meermans** further teaches the message translation method of Claim 2 wherein the customer account (editable routing rules) for the intended mailbox customer (recipient) are maintained at the intended mailbox customer (recipient's) personal computer (computer workstation) (Col. 3, lines 44-49).

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As to Claims 4,14, in addition to the information above, **Meermans** further teaches the message translation method of Claim 2 wherein the account information (editable routing rules) for the intended mailbox customer (recipient) are maintained on a central ANI Gateway/ANI Server, 116 and 120, (client-server router) executed on an inherent processor connected to the control interface (LAN) (Col. 4, lines 8-32).

As to Claims 5,11,15, in addition to the information above, **Meermans** further teaches the message translation method of Claim 4 wherein the inherent processor connected on the control interface (LAN) routes messages to the correct communications assistant and controls the call center (is the managing processor for the call center) (Col. 4, lines 26-37).

As to Claims 6,12,16, in addition to the information above, **Meermans** further teaches the message translation method of Claim 4 wherein the inherent processor executing the ANI Gateway/ANI Server (client-server router) is an inherent processor connected to the control interface (LAN) separate from the Phone Mail Unit (managing processor) (Figure 3).

As to Claim 7, in addition to the information above, **Meermans** further teaches the message translation method of Claim 1 comprising a step executed by an intended mailbox customer (recipient) for "editing the account information (routing rules) via an inherent interactive

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Graphical User Interface (GUI) executing on the intended mailbox customer's (recipient's) Phone Mail personal computer (computer workstation)" (Col. 3, lines 49-64).

As to Claim 8, in addition to the information above, **Meermans** further teaches the message translation method of Claim 4 wherein the ANI Gateway/ANI Server (client-server router) has message data (router-rule portions) dedicated to correct communications assistants (individual agents) at individual ones of the computer workstation, 128, connected to the control interface (LAN), and wherein an individual communication assistant (agent), through a keyboard and display (user interface) executing on a computer workstation, 128, may access the message data portion dedicated to that communication assistant (agent), and translate (edit the routing rules) therein (Col. 6, lines 7-34).

As to Claim 10, with respect to Figure 3, **Meermans** teaches in a caller's mailbox (customer premises) Internet Protocol Network Telephony call center having a Phone Mail Unit, 104, or text server, 304, (managing processor) for switching received calls to control interface, 112 (LAN) connected computer workstations, 128, a message translation method for individual customization of customer's account information (routing rules) for the received calls, comprising steps of:

a) executing a keyboard and computer display (user interface) on one of the computer workstations (Col. 4, lines 52-57);

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- b) determining destination correct communication assistant (routing) for the received calls addressed to the computer workstation at the computer workstation using the ANI Gateway/ANI Server, 120 and 116, (client user interface) (Col. 4, lines 33-51);
- c) transmitting the data messages (routing determination) to an inherent router executing on an inherent processor coupled to the control interface (LAN) (Col. 4, lines 18-32); and
- d) routing the received telephone calls by the inherent router according to the data messages (transmitted routing determination) (Col. 4, lines 25-30).

As to Claim 13, with respect to Figure 3, **Meermans** teaches an ACD call router system for determining routing of incoming Internet Protocol Network Telephony calls in a caller's mailbox (customer premises) call center including a Phone Mail Unit, 104, or text server, 304, (managing processor) connected to individual computer workstations, 128, the computer workstations also interconnected on a control interface, 112 (local area network (LAN)) also coupled to the Phone Mail Unit or text server (managing processor), the router comprising:

- a client user message translation interface executable on one of the computer workstations, and adapted to provide text-to-speech and speech-to-text functions for translating (editing) customer account information (routing rules) for individual specific callers (users) (Col. 6, lines 26-33 and 49-55); and
- an inherent router listing current customer account information (routing rules) for the caller (user) at the workstation (Col. 6, lines 26-30);

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wherein the client user message translation interface is adapted to transmit translated (edited) account information (routing rules) to the router, and the inherent router is adapted to provide routing to incoming calls addressed to the caller's mailbox (user) according to the current account information (routing rules) (Col. 6, lines 49-55 and Col. 7, lines 37-42).

As to Claim 17, in addition to the information above, **Meermans** further teaches the ACD call router system of Claim 14 wherein customer account translation information (routing rules) are maintained at the individual computer workstation and the ACD router requests communications assistant availability (routing) from the individual computer workstation (Col. 5, lines 64-67 and Col. 6, lines 1-6).

As to Claim 18, in addition to the information above, **Meermans** further teaches the ACD call router system of Claim 14 wherein customer account information (routing rules) for connected computer workstation are maintained separately on the inherent processor connected to the control interface (LAN) that executes the router, and wherein routing is accessed from the customer account information (routing rules) according to destination mailbox information for received calls (Col. 7, lines 7-14).

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Claim Rejections - 35 USC § 103

5. The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all obviousness rejections set forth in this Office action:

(a) A patent may not be obtained though the invention is not identically disclosed or described as set forth in section 102 of this title, if the differences between the subject matter sought to be patented and the prior art are such that the subject matter as a whole would have been obvious at the time the invention was made to a person having ordinary skill in the art to which said subject matter pertains. Patentability shall not be negated by the manner in which the invention was made.

This application currently names joint inventors. In considering patentability of the claims under 35 U.S.C. 103(a), the examiner presumes that the subject matter of the various claims was commonly owned at the time any inventions covered therein were made absent any evidence to the contrary. Applicant is advised of the obligation under 37 CFR 1.56 to point out the inventor and invention dates of each claim that was not commonly owned at the time a later invention was made in order for the examiner to consider the applicability of 35 U.S.C. 103© and potential 35 U.S.C. 102(f) or (g) prior art under 35 U.S.C. 103(a).

6. Claim 9 is rejected under 35 U.S.C. 103(a) as being unpatentable over **Meermans** in view of **McCalmont et al.** (US Patent 5,621,789).

As to Claim 9, in addition to the information above, **Meermans** further teaches the message translation method of Claim 8 wherein the keyboard and display (user interface) comprises an inherent graphical user interface (GUI) but not having icons indicating telephone calls received

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and for choices of disposition of telephone calls received, and including steps for a user to precipitate actions in call routing by iconic drag-and-drop procedures. **McCalmont et al.** teach a computer workstation in a call center with telephone icons indicating telephone calls received and choices for disposition of telephone calls received, and including steps for a user to use window operations (precipitate actions in call routing by iconic drag-and-drop procedures) (Figures 5a, 5b, 6a and 6b). Since, **Meermans** and **McCalmont et al.** are in analogous call routing activities, it would have been obvious to one of ordinary skill in the art, at the time the invention was made, to add the icon capability of **McCalmont et al.**'s invention to the message translation capability of **Meermans**' invention for a computer workstation to have icons indicating telephone calls received and for choices of disposition of telephone calls received, and including steps for a user to precipitate actions in call routing by iconic drag-and-drop procedures.

Conclusion

7. The prior art made of record and not relied upon is considered pertinent to applicant's disclosure.

Fawcett et al. (US Patent 5,802,526) teach an interactive voice response system in a call center for providing information to callers.

Kilander et al. (US Patent 5,742,675) teach an ACD call center for routing calls to agents through LANs and wide area networks.

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Anderson (US Patent 5,757,904) teaches the routing of incoming calls to agents with context sensitive information in a CTI call center.

Boyle, III et al. (US Patent 5,717,747) teach a client-server apparatus which controls incoming calls using customized product and service features.

8. Any response to this action should be mailed to:

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or faxed to:

(703) 308-9051, (for formal communications intended for entry)

Or:

(703) 308-5403 (for informal or draft communications, please label

"PROPOSED" or "DRAFT")

Hand-delivered responses should be brought to Crystal Park II, 2121 Crystal Drive,
Arlington, VA., Sixth Floor (Receptionist).

Any inquiry concerning this communication or earlier communications from the examiner should be directed to **Allan Hoosain** whose telephone number is (703) 305-4012. The examiner can normally be reached on Monday to Friday from 7 am to 5:30 pm.

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If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, **Krista Zele**, can be reached on (703) 305-4701.

Communications via Internet e-mail regarding this application, other than those under 35 U.S.C. 132 or which otherwise require a signature, may be used by the applicant and should be addressed to [**krista.zele@uspto.gov**].

All Internet e-mail communications will be made of record in the application file. PTO employees do not engage in Internet communications where there exists a possibility that sensitive information could be identified or exchanged unless the record includes a properly signed express waiver of the confidentiality requirements of 35 U.S.C. 122. This is more clearly set forth in the Interim Internet Usage Policy published in the Official Gazette of the Patent and Trademark on February 25, 1997 at 1195 OG 89.

Any inquiry of a general nature or relating to the status of this application or proceeding should be directed to the Group receptionist whose telephone number is (703) 305-3900.

Allan Hoosain *AH*

Patent Examiner

November 13, 1998

FAN S. TSANG
PRIMARY EXAMINER

